Come work at CDSS where . . .
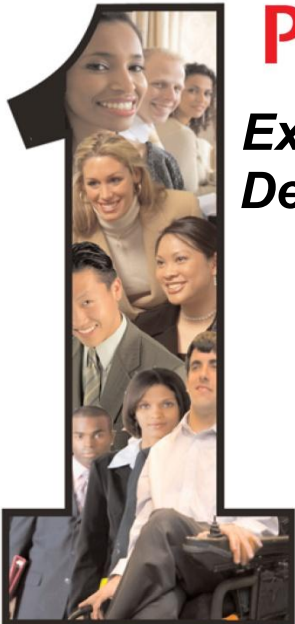
People come First!

Exciting Opportunity at the California Department of Social Services…

CDSS
CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

Senior Information Systems Analyst (Sup)

Salary Range $5850.00 - $7465.00
Full Time - Permanent

EMPLOYMENT OPPORTUNITY

Are you looking for a challenge, a chance to learn something new? We are seeking a highly motivated individual to join our Network Operations team.

Duties include: Under the general direction of the DPM II the Senior Information Systems Analyst (Supervisor) plans, coordinates and directs the activities of the Section. Staff in this section provide technical support to the Department's Information Technology (IT) infrastructure. This includes all departmental computer systems connected to the Office of Technology Services, including equipment; department file, print and application servers; and network equipment (routers, Ethernet switches, network printers). The Senior ISA (Supervisor) allocates time and resources to resolving technical issues/problems, monitoring equipment installation and movement, site planning, data restore, network account administration and other support functions.

Desirable qualifications: Excellent communication skills and strong background in computer technology is highly desirable, along with a passion for customer service.

Who Should Apply: State employees with current status in the classification, persons with list eligibility in a reachable rank, with an interest in a lateral transfer from an equivalent class, or reinstatement. All interested applicants must submit a resume, and a standard State Application Form STD 678, with an original signature to the contact person identified. Clearly indicate the basis of eligibility in line item number 12 (Explanation) of the STD 678 (Revised 12/01).

Final File Date: **Until filled**

If you are interested and would like to be part of the CDSS mission to make a difference in the life of a child, a family or an elderly person, please submit your application to:

Contact Information:
David Garcia
916-322-2441

INFORMATION SYSTEMS DIVISION
Senior Information Systems Analyst (Sup)
Duty Statement
762-1340-001

CONCEPT OF POSITION:

Under the general direction of the DPM II the Senior Information Systems Analyst (Supervisor) plans, coordinates and directs the activities of the Section. Staff in this Section provide technical support to the Department's Information Technology (IT) infrastructure. This includes all departmental computer systems connected to the Office of Technology Services, including equipment; department file and print and application servers; and network equipment (routers, Ethernet switches, network printers). The Senior ISA (Supervisor) allocates time and resources to resolving technical issues/problems, monitoring equipment installation and movement, site planning, data restore, network account administration and other support functions.

The St ISA has responsibility for the following areas of the on site information technology related to 1) system administration and maintenance, 2) data security, 3) printing and infrastructure support, 4) electronic mail support, 5) problem resolution and correction, and 6) record keeping.

RESPONSIBILITIES OF POSITION:

50% Plans, organizes, mentors, develops, and supervises subordinate staff in carrying out departmental hardware and data access support functions.

25% Oversees complex problem analysis and remains abreast of advances in computer hardware technology.

10% Primary contact for organizational moves involving computer equipment.

 5% Responsible for presenting time and cost estimates for various Section functions for Buraeau/Branch Chief.

 5% Acts as liaison with the Office of Technology Services regarding services issues/problems and can initiate service requests.

 5% Acts for the Bureau Chief in his absence and perform other duties as assigned.

SUPERVISION RECEIVED:

The Sr. ISA Sup. receives assignments from and works under the general direction of the Data Processing Manager II, Chief of the Network Operations Bureau.

ADMINISTRATIVE RESPONSIBILITY:

The Sr. ISA Sup. is responsible for all management functions of his/her section, the maintenance of policies and procedures, and organizational reporting and staffing.

PERSONAL CONTACTS:

The Sr, ISA Sup. has frequent contact with vendors, departmental staff, and data processing and program staff to identify service requirements and resolve network related problems, and to provide technical support to users of the Department's IT infrastructure, (DSSnet), the Health and Human Services Agency, (HHSA) and Office of Technology Services (OTech).

ACTIONS AND CONSEQUENCES:

Projects planned, developed, and implemented are in support of the Department's DSSnet, HHSA, OTech system(s) and have a direct effect on the system's efficiency.

OTHER INFORMATION:

The incumbent must possess strong analytical skills, excellent interpersonal and communication skills, and be able to work independently and with a variety of individuals at all levels. The incumbent must maintain confidentiality on all information.